



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

AT&T Communications of Illinois, Inc.
for quarter ending March 31, 2010

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.90	3.20	3.70	3.27
B. Operator Answer Time - Information [730.510(a)(1)]	7.40	6.73	5.86	6.66
C. Repair Office Answer Time [730.510(b)(1)]	27.88	20.14	123.03 *	57.02
D. Business or Customer Service Answer Time [730.510(b)(1)]	18.80	21.23	26.31	22.11
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	98.46%	99.49%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	65.71% *	88.00% *	83.72% *	79.14% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.08	0.07	0.09	0.08
H. Percent Repeat Trouble Reports [730.545(c)]	5.71%	7.81%	1.20%	4.91%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

730(C) results in March due to increased volumes as a result of weather; 730(D) represents national/multi-state results; F results due to various reasons including underlying LEC network; Perf results for Item I not available.



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